NEWS RELEASE

ServiceNow Extends End-to-End AI Agent Orchestration With Agentic Workforce Management

2025-07-23

Employees can seamlessly and securely work alongside agentic workforces to deliver real business outcomes and reimagine work in the AI era

First ServiceNow agentic workforces support IT operations, customer support, security, and end-user software deployment

SANTA CLARA, Calif.--(BUSINESS WIRE)-- **ServiceNow** (NYSE: NOW), the AI platform for business transformation, today announced agentic workforce management, a new, innovative extension of end-to-end AI agent orchestration, designed to allow employees to accelerate the impact of AI. Agentic workforce management enables employees and AI agents to seamlessly and securely work together to deliver real business outcomes. While the agentic workforce operates like an intelligent digital team, completing end-to-end work autonomously, agentic workforce management allows people to oversee, coach, and teach the agentic workforce – all within ServiceNow. The company's first agentic workforces support IT operations, customer support, security, and end-user software deployment, reimagining work in the AI era.

Workforce transformation is a top priority for every CEO. The question is no longer if AI agents will change work—but how. According to a Gartner® survey, "Nearly all CEOs (97%) want to use AI and combine human and machine capabilities to improve performance."* Agentic workforce management keeps people at the center and uses agentic teams as force multipliers, empowering employees to work confidently with AI while keeping governance and security at the forefront.

"AI isn't just reshaping how we work, it's redefining what it takes to win. This moment requires bold investment in

our people and a shared commitment to learn, adapt, and lead in new ways," said Jacqui Canney, chief people and AI enablement officer at ServiceNow. "When we design work with AI and put people at the center, we create momentum that drives real business impact."

The future of work is human, with AI agents working side-by-side

An agentic workforce is a collective of highly skilled, orchestrated AI agents that autonomously accomplish work in support of a larger goal. ServiceNow stands out for its single-platform model: unlike others whose agents are task-oriented and can only take action in silos, ServiceNow's single architecture, single data model platform applies agentic AI across the enterprise so work happens autonomously in every corner of the business.

With the ServiceNow AI platform, an agentic workforce can learn from past experiences how to handle new tasks, always keeping within the guidelines and frameworks established by people.

In just a few months, the agentic workforce has transformed beyond bots that augment pieces or parts of a job to autonomous teams capable of collaborating, learning, accepting feedback, and even growing their capabilities with oversight and partnership from their human managers. For example, at ServiceNow an agentic workforce in IT operations and security resolves service tickets, applies system patches, and provides daily summaries to human managers. In addition, an agentic workforce manages software deployment like executing installations, upgrades, and configurations, ensuring smooth implementation, and resolving any issues that arise for continuous improvement.

- The ServiceNow agentic workforce has allowed its IT support organization to automate 97% of software provisioning requests, while managing license reclamation and cloud cost governance, and has reduced service desk volume by nearly 40%.
- ServiceNow's agentic workforce also autonomously solves 85% of routine internal IT support requests, ultimately helping the department scale by more than 40%.

Additional results from the ServiceNow agentic workforce implementation show measurable impact across productivity, speed, and resolution times in customer support, with additional use cases in development:

- Customer Support employees use the agentic workforce to quickly resolve 80% of complex instance administration and maintenance cases. Within months, ServiceNow customers experienced 50% faster resolution time for these types of cases.

"We run ServiceNow on ServiceNow and are proof that organizations don't need thousands of siloed AI agents chasing tasks. Instead, it's about having the right combination of AI agents in the right roles, with the right context, integrated with humans and working across the enterprise to unlock higher-value work, foster innovation, and drive

productivity," said Kellie Romack, chief digital information officer, ServiceNow. “With strong governance, clearly defined responsibilities, performance tracking, and oversight from human managers, we've created a model for scaling the agentic workforce that delivers exponential value.”

Managing the agentic workforce with confidence and clarity

Managing an agentic workforce requires the right tools and governance. Human managers can oversee, teach, and coach, and even step in when needed, just like they would have done with any new person on the team. For example, an agentic worker's human manager has visibility to evaluate its health metrics like customer sentiment, ease of use, throughput, and uptime for better oversight into where further learning and escalation may be needed.

Agentic workforce management tooling complements the ServiceNow AI Control Tower, where customers can oversee agentic workforces across the organization, fully understanding the value they get from the ServiceNow AI Platform, and govern all their AI processes and assets —ensuring compliance, ethical oversight, and safe usage of AI. ServiceNow AI Control Tower, which became available in May, ensures that everyone from HR to IT can understand, activate, and optimize their agentic workforce with trust and transparency at the core. Additionally, through other ServiceNow solutions like AI Agent Orchestrator, organizations can coordinate teams of specialized agents from across their ecosystem to create an agentic workforce that fulfills specific goals across departments.

“Enterprises aren’t asking if they’ll adopt agentic-enabled ways of working anymore; they’re wrestling with how to frame responsibly,” said Amy Loomis, Ph.D., Research Vice President, IDC. “With trust and governance just as critical as productivity, ServiceNow’s integrated approach positions it as a leading voice in defining how organizations manage the relationship between workers and AI agents at scale.”

*Gartner, Inc., "2025 CEO Survey - The Year of Dynamic Capacity," by David Furlonger, Jennifer Carter, Kristin Moyer, Don Scheibenreif, Stephen Smith, Gabriela Vogel, 13 March 2025. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.

About ServiceNow

ServiceNow (NYSE: NOW) is putting AI to work for people. We move with the pace of innovation to help customers transform organizations across every industry while upholding a trustworthy, human centered approach to deploying our products and services at scale. Our AI platform for business transformation connects people, processes, data, and devices to increase productivity and maximize business outcomes. For more information, visit: **www.servicenow.com**.

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Source: ServiceNow